

MANUFACTURING EXTENSION PARTNERSHIP

Success Stories from the Field

Johnson Bryce Inc.

Tennessee Manufacturing Extension Partnership

Johnson Bryce Hones Its Quality Management System

Client Profile:

Johnson Bryce, Inc. is a manufacturer of various types of laminated paper packaging. The company is privately held and employs approximately 80 people. It is located in Memphis, Tennessee and has annual sales in the \$25-50 million range.

Situation:

Johnson Bryce customers and potential customers began asking the company to bring its quality management system into compliance with ISO 9000 standards. Additionally, the company needed assistance validating its statistical process controls. The company's marketing and sales manager contacted the Tennessee Manufacturing Extension Partnership (TMEP), a NIST MEP network affiliate.

Solution:

TMEP performed an ISO 9000 gap analysis on Johnson Bryce's systems to pinpoint areas that did not comply with ISO standards. Following this gap analysis, TMEP developed and refined the company's quality management system to comply with ISO 9000. TMEP also arranged for a faculty resource, Dr. Ed Knight of the University of Tennessee at Martin, to assist the company in validating and further implementing statistical process controls within Johnson Bryce.

Results:

Increased sales by \$500,000 the first year and anticipating sales increases of \$1,000,000 for the second and subsequent years.

Added 11 new workers to the staff.

Made new capital investments of over \$2 million dollars to support current and future sales increases.

Testimonial:

"This project helped Johnson Bryce to meet current customer needs and created opportunities to sell to new customers."

Oliver Bowe, Marketing/Sales Manager